

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 001163  
Grade 20**

**LIBRARY ASSISTANT SUPERVISOR**

**DEFINITION OF CLASS:**

This is supervisory work over the functions and personnel (paid staff and volunteers) in circulation services of a library in Montgomery County Public Libraries (MCPL). Ensures that circulation staff are coached and trained via individual staff training plans (mentoring and coaching), by cross-training circulation staff. In the absence of both the Library Manager and the Assistant Branch Manager, the employee works with the LIIs as part of the branch team that makes local day-to-day decisions in order to deliver quality circulation services and/or building management for the library's daily operations. Develops Circulation weekly master schedule and oversees and approves the development of desk schedules. Contacts at the library of assignment include managers, information staff and subordinates, including regular fulltime and part time employees, Library Pages (seasonal shelving assistants) and volunteers to plan, organize, coordinate, assign, review work and solve operational matters. Contacts also include staff at other systemwide branches/units, MCPL headquarters, the Office of Human Resources. Public service/assistance is provided to customers on an ongoing, recurring and frequent basis; employees provide immediate assistance to many people on a daily basis.

The Library Assistant Supervisor supervises circulation services of the library of assignment by planning, organizing, assigning, reviewing and evaluating the work of employees and volunteers in circulation services, enforcing standards, serving on selection panels, providing training, and evaluating performance. The Library Assistant Supervisor assigns the work of subordinates, and helps them resolve problems, consistent with guidelines of the supervisor, the Library Manager, who sets goals and objectives consistent with overarching MCPL goals and objectives consistent with overarching MCPL goals and objectives, reviews operations of circulation services for quantity, quality, timeliness and other factors, especially customer service, and assists the circulation staff with unusual situations and particularly complex issues. Guidelines include but are not limited to all or parts of the MCPL Policies and Procedures Manual, MCPL Quality Service Standards, the ILS system, Cash Register Guidelines, the Page Supervisor Manual, Volunteer Handbook, general MCPL policies and procedures and local operating procedures. The Library Assistant Supervisor uses sound judgment in implementing system-wide policy at the local level and establishing procedures for circulation services in selecting, applying or, in some cases, making an exception to flex the appropriate guideline(s) depending upon the nature of the request; this includes application of MCPL's values, policies and standards when selecting a compromise with a customer.

The complexity of this class of work is characterized by planning and problem solving in a dynamic environment where the Library Assistant Supervisor serves as the full, first-level circulation supervisor over a group of paid and unpaid circulation staff, as a front line service provider and as part of a leadership team in the absence of senior staff. The employee, in consultation with the manager, develops the guidelines and work to be done. At this level, the employee, having developed expertise in the line of work, is responsible for planning and carrying out the work with others as necessary and

implementing circulation policy in terms of established guidelines and procedures. The impact of the work is found in efficient, customer service-oriented circulation services and in satisfied customers at the branch level. Work is performed in a library to which the public has unrestricted open access, with some interpersonal conflict situations and potential for aggressive or unpredictable behavior by others. The work includes light physical effort, such as keyboarding, standing or staying in place and lifting, carrying and/or moving of book tubs, carts and library books and materials. All positions require the Library Assistant Supervisor to work nights, weekends and Sundays based on customer service needs.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Personally performs various circulation desk and 'off desk' activities, including checking library materials in and out, account management, using the computer-based circulation system.
- Registers new customers entering information into the database, prepares and issues library cards; updates customer records by changing, adding or deleting information.
- Plans, organizes, assigns, reviews and evaluates the work of personnel, including regular staff, substitutes, Library Pages and volunteers, assigned to circulation services. Ensures customer service-orientation of subordinates and seeks continuous improvements in efficiency, service levels, cost effectiveness and other outcomes and measures.
- Performs a full range of first-level supervisory personnel functions – regularly participates in or recommends decisions or actions on a variety of personnel matters, typically involving selection, placement, promotion, orientation, training, performance appraisal, leave approval, counseling, conduct, discipline and related areas.
- Approves time cards and reports changes for payroll purposes, personally or through others.
- Enforces adherence to MCPL policies and procedures for circulation services, identifies gaps and needed changes, recommends improvements with system-wide application and establishes branch level circulation procedures, with approval of the Library Manager. Meets and confers with circulation team members (and other branch staff) to keep them informed of, and receive their input on, policy or procedural changes being made or needed, as well as problems as they arise.
- Serves as the circulation services member of the library's management team, and as circulation liaison, assists with making recommendations on branch work plans, equipment needs, and staffing.
- Supervises the library in the areas of circulation services and facilities with assistance from the LIIs in the absence of the Library Manager or Assistant Branch Manager.
- Uses workflow and space management skills in order to successfully operate the service.
- Ensures, by working with staff, other County offices and service contractors, the daily operational readiness, one-time or short-term fixes and long-term maintenance of the library's grounds, building(s), including the physical plant, and equipment, including hardware/software and other equipment used only by staff as well as public-access equipment.
- Explains departmental policies and procedures to the public and other County departments.
- Works on the circulation desk to assess workflow, identify improvements/changes needed, observe staff performance, and provide frontline customer service as needed.
- Prepares recurring and special reports concerning circulation-related statistics.
- Ensures maintenance of adequate stock of supplies and change for branch operations.
- Supports circulation services staff by answering questions, helping resolve customer issues, fostering teamwork and holding circulation staff accountable for assigned work.
- Develops Circulation weekly master schedule. Oversees and approves development of desk schedule.

- Leads or serves on committees, projects and initiatives concerning system-wide issues.
- Attends or leads training and stays abreast of changes in policies, procedures, technology, etc.
- Opens and/or closes the library, as scheduled, following procedures that apply to opening and closing.
- Performs related duties as required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Thorough knowledge of (or ability to rapidly acquire knowledge of) work flow, work organization, staff planning and scheduling circulation staff master schedule and circulation desk schedule, expertise in the ILS system, of the collection agency database, and other technical and administrative systems, of a range of supervisory techniques (including team building, training and coaching of others), of MCPL circulation policies and procedures, of system-wide shelving standards, of the requirements for opening/closing libraries, and of human resource management (including equal employment and diversity) guidelines applied County-wide and to the collective bargaining agreement to plan, organize, assign, review and evaluate circulation services at the branch level and to perform the full range of supervisory personnel functions common to full, first-level supervisors. This includes ability to plan operations, provide work direction to, and supervise, others in a single or multi-shift environment.
- Knowledge of the principles and techniques of supervision and office management to include knowledge of the collective bargaining agreement and County personnel regulations and procedures.
- Ability to work sensitively and positively in the delivery of customer-focused human services to a diverse population.
- Ability to exercise initiative and independent judgment.
- Knowledge of (or ability to rapidly acquire knowledge of), and skill in, all service desk electronic equipment/technology (hardware, software, databases, including the collection agency database, etc.) and the library's other computers (and baseline aspects of office suite software, such as MS Word and Outlook), printers, copiers, etc. to use the technology, explain its use to customers, oversee the troubleshooting of recurring technology problems of customers using the public-access equipment, and ensures, through others, operationally effective equipment at the branch level sufficient for library staff functions, and to fulfill customer needs for public-access equipment.
- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include skill in selecting and applying or adapting and adjusting appropriate policies, procedures and techniques to provide effective supervision and customer service.
- Skill in written communication to understand information (including facts, assertions and arguments), and to express information in writing so that others will understand and in some cases, be convinced or persuaded. This includes but is not limited to syntax, grammar, punctuation and spelling to prepare instructions for others and brief reports, and in reading or drafting policies and procedures applying to circulation and other library functions.
- Skill in oral communication to understand information (including facts, assertions and arguments) and to express such information verbally so that others will understand. This includes skill in encouraging effective oral communication by others, such as subordinates and library customers.
- Interpersonal skills to interact effectively with personal contacts in a customer service-oriented, businesslike manner, to model proper behaviors for subordinates and to help motivate them. This includes ability to deal courteously, tactfully and effectively with customers, including, at times, irritated, aggressive or unpredictable people.

- Ability to multi-task (perform more than one task simultaneously) when serving on the circulation desk.
- Ability to work effectively and calmly under pressure.

**MINIMUM QUALIFICATIONS:**

**Experience:** Three (3) years of relevant support work in a library or other similar setting, one (1) year of which must have been comparable to a Library Assistant II.

**Education:** Completion of high school.

**Equivalency:** An equivalent combination of education and experience may be substituted.

**Physical Ability:** Ability to perform light physical effort, such as keyboarding, standing or staying in place for long periods of time and lifting, carrying and/or moving library materials weighing twenty (20) pounds regularly, and up to fifty (50) pounds, as required.

**LICENSE:** None.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period.

Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Medical History Review.

**Class Established:** October 1983

**Revised:** July 1986

**Classification Study:** April 1992 (M)

October 1998

**Classification Study:** August 2002 (M)

**Classification Study:** May 2011 (M)

August 2013

October 2014

**Formerly Titled:** “Community Library Assistant Supervisor”